

VERSION 1.6
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MATE.

OWNER'S MANUAL

MATE FUSION

READ BEFORE YOU RIDE



POUS

OLIVER

DESIGNER LAVA

MATE.

CITY

CONGRATULATIONS

You've just become an official owner of a MATE E-bike. We sincerely welcome you into the ever-growing worldwide MATE community.

We kindly request that you carefully read this manual from beginning to end and meticulously apply our instructions and suggestions in assembly of your MATE. Our safety warnings are especially key before you hop on your MATE.

With love,
the MATE team

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FRAME NUMBER

Please take a moment to record your MATE's frame number located at the underside bottom bracket.

Write down this number in case your MATE is lost or stolen.

It starts with WMAB followed by a numerical sequence that ends with a letter representing production year.

In addition, it is wise to register these numbers with your insurance company and your local police station in the event of theft or loss. Hold onto your sales receipt/invoice for further proof of ownership.



SAFETY FIRST

If you are unfamiliar with any aspect of the information included in this manual, it is recommended that you take your MATE and this manual to the point of sale for inspection, assembly and instructions.

- It is extremely important that you follow the safety guidelines contained in this manual in order to ensure maximum safety for you as well as maximum durability of your MATE.
- **WARNING:** Before you ride your MATE for the first time, please be absolutely sure that it has been correctly assembled. You will find step by step instructions in this manual. For further clarification, you can also visit the support page on the MATE website. If for any reason you are in doubt, please take your MATE to the point of sale.
- **WARNING:** Key assembly steps that must be properly completed with absolute certainty (to include secure fastening) are pedals, saddle height & handlebar.
- **WARNING:** Please ensure all safety latches, including quick releases and rings, are locked in place and snug without any movement.
- Test your brakes prior to using the MATE every time. In wet or icy conditions, use extra caution.
- Ensure tire pressures match those indicated on the sidewall of the tire. We recommend that you always wear a helmet when riding any MATE.
- Please observe all traffic regulations and other applicable laws, including any lighting laws.
- Don't drink and ride. Even a small amount of alcohol can impair your judgement, lowering your ability to remain safe on your MATE.
- Weather and nighttime operation can be tricky in inclement, icy or snowy weather and at night. Do take necessary precautions.

- Don't lend your MATE to anyone who is unfamiliar with it. If you choose to lend your MATE to anyone, make sure they have also read and fully understand this owner's manual.
- All riders must comply with the local legislation according to age, license and helmet requirements.
- Minimum leg length allowance allows for no less than one inch of clearance between (1) the top tube of the bicycle and the ground plane and (2) the crotch measurement of the rider.
- Total weight of the rider, including all items such as backpack must not exceed 130 kg (286 lbs).
- Your MATE is intended for riding primarily on paved roads. It is not recommended to be used on other surfaces as it can be dangerous and lead to an accident.
- It is advisable to be extremely cautious when riding in traffic.
- When you need to replace the battery, please either dispose to ensure that it is properly recycled.

WARNING: Do NOT take apart OR repair parts by yourself as this can compromise its safety and will void the warranty. If in doubt, please go to your point of sale.

LEGAL PRINCIPLES: EU REGULATION

Your MATE complies with EU regulations for Electrically Power Assisted Cycles (EPACs), as defined by EN 15194:2017 and the Machinery Directive 2006/42/EC.

- Motor output: 250W
- Pedal assist only (motor activates only when pedaling)
- No throttle function (except walking assist up to 6 km/h)
- Power assistance cut-off at 25 km/h

Your MATE has been thoroughly tested and certified to meet the EN 15194:2017 European safety standard for Electrically Power Assisted Cycles (EPAC). This standard ensures:
Electrical system safety and electromagnetic compatibility

- Maximum power assistance cut-off speed of 25 km/h
- Battery and charger safety requirements
- Performance and durability of safety-critical components
- Comprehensive safety labeling and user instructions

All electrical and mechanical components have been rigorously tested to ensure they meet these requirements. The E-bike's performance, safety features, and construction comply with all applicable sections of EN 15194:2017.

For additional information about safety standards and certifications, please contact MATE customer support or visit our website.

However, the specific regulation pertaining to powered cycles, other electric bikes and MATEs vary from country to country. Therefore, in EU countries the various MATEs are considered a bicycle, electric bicycle, moped, (speed) pedelec, motorbike or another separate class of transportation depending on the country, MATE model and your specific configuration.

Users are responsible for adhering to all applicable laws in their area.

Regulations for powered cycles and e-bikes may vary by country. Depending on the MATE model and configuration, it may be classified as a bicycle, E-bike, moped, speed pedelec or motorbike, each being subject to different legal requirements, such as:

- Helmet requirements
- Age restrictions
- Speed limits and road access rules (e.g., cycle paths vs. roads)
- Driver's license or registration (for certain classifications)
- Weight and dimension restrictions
- Compulsory insurance (where applicable)

In some cases, specific MATE models must be restricted to closed private track use only.

MATE shall not be held liable for any misuse, unauthorized modifications, or failure to follow safety instructions as outlined in this manual.

EN 15194:2017 - does not override national, state, or local regulations regarding the use of E-bikes. It is the responsibility of the owner to ensure that they operate the E-bike in accordance with all applicable laws.

Please note that you are solely responsible for the ownership and operation of your MATE in compliance with all applicable laws and regulations.



GET TO KNOW YOUR MATE

1. Saddle
2. Seatpost
3. Saddle quick release
4. Rear suspension
5. Disc brake rotor
6. Tire
7. Spoke
8. Motor
9. Freewheel
10. Derailleur
11. Chain
12. Handlebar height quick release
13. Pedal
14. Crankset
15. Key / Battery lock
16. Folding lever
17. Display
18. Handlebar
19. Folding and adjustable stem
20. Disc brake caliper
21. Front suspension
22. Rim



BEFORE YOU RIDE CHECKLIST

WARNING: Follow this BEFORE YOU RIDE CHECKLIST each time you use your MATE. Failure to follow this checklist could lead to an undetected problem that could result in your serious injury or death.

- Check that the quick release lever for the seatpost is tightly fastened.
- Check that the bolt of saddle is tight.
- Check that bolts holding handlebar in place are tightly fastened.
- Check that handlebar stem safety locking mechanism is tightly fastened.
- Check that the folding quick release handle of frame and its clips are tightly fastened.
- Check that all other bolts and fasteners are tight, such as for the kickstand, front/rear wheels, and brake rotors.
- Check for proper functioning of brakes and gears.
- Check that the battery is fully charged.
- Check that the battery is correctly installed in the MATE and turned on using the ON/OFF button on the display.
- Check tire pressure.
- Check that tires are not damaged.
- Make sure that reflectors are in place.
- Some countries require bikes to be equipped with a bell. Be sure to check with your local authorities to learn if you need to install one. If riding at night, do adhere to your local rules for equipping bikes with lights.

ASSEMBLING YOUR MATE FOR THE FIRST TIME

As your MATE is almost completely pre-assembled, there is very little left to do to get it ready to ride.

WARNING: If you are uncertain about any of the above instructions, or unfamiliar with bicycles or bicycle assembly, you should take your MATE and this manual to the point of sale and have the assembly performed by a qualified bicycle mechanic. Failure to properly assemble your MATE could cause one or more parts of the bike to fail or to operate incorrectly, which could result in your injury or death.

HOW TO ASSEMBLE YOUR MATE

1. Remove excess packaging and take your MATE out of the box.
2. Reconnect telescopic handlebar stem.
 - a. Do this by inserting the stem tubing connected to the handlebar into the telescopic tubing attached to the frame, making sure to center the handlebar so that it is perpendicular to the frame.
 - b. Then securely tighten the quick release.
 - c. Once tight, try to manually move the handlebar from side to side to make sure it is securely in place.
 - d. CAUTION: You must slide the handlebar stem connecting the handlebar to frame far enough that the series of parallel grooves that mark the minimum insertion level in the tubing are hidden (NOT exposed). Do NOT raise the handlebar higher than this height. If the handlebar stem is not inserted, at minimum, to this line, serious injury or death can occur to the rider.
3. Unfold your MATE.
 - a. Pull up the handlebar stem safety locking mechanism (29), located on the handlebar stem (22), to unfold it back to its riding position (See the photo on page 14-15).
 - b. Open the seatpost quick release lever (3) to raise the saddle to its original height. Once raised, re-tighten the quick release (3) so the seatpost (2) stays in place. If it needs to be more firmly secured, open the quick release lever, tighten nut on opposite side of lever, then re-close lever. Test to confirm that it's secure before hopping onto the saddle.
 - c. Pull the pedals (13) back into riding position. You will hear a click when they are securely in place.

For a visual guide, you can refer to the How-to Videos page on the MATE website for detailed instructions and support.



MATE.

MATE-BIKE

THE DIGITAL DISPLAY

HOW TO OPERATE THE DIGITAL DISPLAY ON YOUR MATE

- Turn on display:** Press on/off (I/O) button on top of the display.
- Power assist levels:** Push + and – on the display to increase/decrease levels.
- Turn on light*:** Hold the + button (<2S). To turn off, hold the + button (<2S).
- Activate walk assist:** When your MATE is motionless, briefly press – button until the walk assistance indicator is displayed. At this point, long press – button, the MATE enters the walk assistance mode, the indicator will flash. If release the button it will stop this, if no operations within 5s, bike will automatically return to 0 level.

**On applicable models.*



HOW TO OPERATE YOUR MATE

Just follow these simple steps, and you're off:

1. Charge the battery until full (Light has turned green on the charger)
2. Insert the battery into the main tube of the bike, the key is inserted from the underside.
3. Reach down under the MATE tube of your bike and turn the key all the way clockwise. To confirm that you are turning in the correct direction, you will see the metal pin protrude from the frame towards the handle.
4. Next swing your leg over the MATE to get ready to ride, both feet securely on the ground.
5. Turn on your MATE by pressing on/off (I/O) button on the display located on the left side of your handlebar. As soon as the display turns on, release the button.
6. When the display is turned on, press the + or - (<0.5S) button to switch the support level. The lowest level is 1, the highest level is 5. When the system is switched on, the support level starts in level 1. There is no support at level 0.
7. To start your ride, simply start pedaling. It is recommended to begin pedaling with the Assist level set to "1" until you get used to the acceleration. Once you are used to it, then you can also begin pedaling at a higher assist level.
8. When your ride is over, then hold down the on/off (I/O) button on display located on your handlebar. As soon as the display switches off, release the button.
9. To lock your MATE, turn the key counterclockwise one click and remove the key. If you would like to remove the battery, turn the key one more click, while pushing inward, to release the handle, open the frame and remove the battery. If your battery is lower than 60% charged or if you need to be sure to have a full charge before your next ride, be sure to charge the battery at this time.

FOLDING YOUR MATE



1. Pull up the handlebar stem vertical locking mechanism on the handlebar safety locking mechanism to fold the handlebar towards the right side of the front wheel.
2. Remove the key underneath so it is not damaged during the folding process.
3. Next slide the safety button on the locking mechanism's folding handle located in the middle of the frame and pull the handle to fold the frame. Hint: you can use your knee to help easily fold the frame.
4. Open the seatpost quick release lever to lower the saddle, first making note of its height using the handy numbered lines on the back of the seatpost shaft. Once lowered, re-tighten the quick release so the seatpost stays in place.
5. Push the pedals inwards to fold them.

WARNING: When folding the MATE, be careful to always turn the front wheel to the left and do not pinch the cables, as this may damage the cables. Damaged cables can result in loss of control of your MATE and could cause you serious injury or death.

UNFOLDING YOUR MATE



1. Pull up the handlebar stem safety locking mechanism, located on the handlebar stem, to unfold it back to its riding position (See photo on page 13).
2. Next push the safety button on the metal folding handle on the frame and pull the handle to unfold the frame so that it locks into place.
3. Open the seatpost quick release lever to raise the saddle to its original height. Once raised, re-tighten the quick release so the seatpost stays in place. If it needs to be more firmly secured, open the quick release lever, tighten nut on opposite side of lever, then re-close lever. Test to confirm that it's secure before hopping onto the saddle.
4. Pull the pedals back into riding position. You will hear a click when they are securely in place.

WARNING: Do not raise the seatpost above the "minimum insert" line clearly printed on the backside of the seatpost. Raising the seatpost above the minimum insert line can cause the seatpost to fail, which could in turn result in loss of control of your MATE and could cause you serious injury or death.

BATTERY



The battery is the heart of your MATE's main energy source, so be sure to treat it with care at all times. We recommend that you recharge it only with the MATE charger provided with your MATE.

BATTERY FUNCTIONS

1. When key is turned to the "loose" position - battery is ready to be ejected
2. In the "locked" position (which can be found by turning key one click when in "loose" position) – battery cannot be ejected and motor cannot be switched on.
3. In the "ignition" position, which can be found by turning key two clicks when in "loose" position - motor is unlocked as well as a display turns on when pushing the "ON/OFF" button

IMPORTANT: When parking your MATE, we recommend you lock your battery by setting it on "locked" position, then remove the key.



INSERT THE BATTERY

1. Open the frame
2. Insert the battery with the ignition side facing down
3. Close the MATE's frame
4. Insert the ignition key to secure battery's position in the frame

REMOVING THE BATTERY

1. Turn off power by turning key from "ignition" position to "loose" position. To do this, push the key in to turn it all the way to the unlocked "loose" position
2. Remove the key from the battery/frame
3. Open the frame
4. Slide the battery out of the frame, using the small finger hook
5. Close the MATE's frame again

CHARGING THE BATTERY

WARNING: Do not charge the battery with any chargers other than the one supplied with your MATE. Using a charger other than the MATE charger may result in battery damage and will void battery warranty. Follow all instructions provided with the charger supplied with your MATE. Failure to do so could result in damage to your battery or could create a fire hazard that could cause you serious injury or death.



DIRECTLY FROM THE MATE

1. Make sure that the power is turned off ("loose" or "locked" battery position) when charging directly from the MATE.
2. Plug the charger first directly into the frame/battery, then into the electrical socket.
3. When charging for the first time, it is recommended to charge for 12 hours straight to ensure current is flowing through all cells.
4. When recharging, we recommend a full discharge every 30-40 charges - otherwise charging when 20-60% charged is ideal for battery longevity.
5. After a charge cycle has been performed, the actual battery charge may not register immediately after you power up the MATE. It can take up to 30 seconds or 1 km/ .6 mi. of riding for the battery to calibrate and display the correct charge amount.
6. When charging multiple batteries/MATEs on one charger, you will need to unplug the charger from the wall before attaching it to the next battery/MATE. This will help the charger register the battery BMS to provide a full charge.
7. Note: charging with a speed charger is much quicker, but is not able to reach 100% charge capacity and will impact the longevity of your battery. It is therefore strongly advised to use the speed charger sparingly, and use a regular charger as your main charger unit.

REMOVING THE BATTERY TO CHARGE

Simply remove the battery from the frame as explained above and plug the charger first directly into the battery, then into the electrical socket.

For further charging instructions, please refer to enclosed spec sheet inside your charger's box.

NOTE: For both charging methods, make sure the charger light turns green for a brief second when plugged into socket, then directly red. Once light returns to green, your battery is fully charged. You can then unplug the charger.

BEST PRACTICE GUIDELINES

- Never leave the battery on the charger longer than specified
- Never leave the battery unattended while charging
- Never charge the battery when it is cold, be sure to always charge the battery when it is at room temperature
- Let your battery cool down after a charge before you use it
- Let your battery cool down after you have used it before you charge it
- Try not to "Top Off" charge every ride. It is better to discharge the battery between 20%-60% before recharging
- When storing the battery, always leave it with at least 70% charge and check monthly
- Never charge the battery if the battery itself is at or below freezing 0°C/32°F.
- Bring the battery up to room temperature before charging in cold conditions
- Never charge the battery if it is above 40°C/104°F. Bring the battery down to a cooler temperature before charging.

IMPORTANT: Intended operation temperature is between -15°C/5°F and 45°C/113°F. If your MATE will be kept for an extended period in extreme temperatures (below 0°C/32°F or above 30°C/86°F) or if you plan to store it for long periods of time, remove the battery and keep it in a place where the temperature is between 0°C/32°F and 30°C/86°F. Do also charge the battery first to 70% charge for long storage periods. **Do not charge the battery when the temperature is below 0°C/32°F or above 40°C/104°F. Serious damage to the battery could result.**

MATE BATTERY: IMPORTANT INFO

MATE FUSION: Lithium-Ion battery • Voltage: 36 V - Battery lifespan: between 600 and 800 charge cycles (before dropping below 70% of charge capacity).

BATTERY USAGE

To reach the farthest distance on one charge, it is recommended to pedal the MATE while the Pedal Assist System is turned ON. It will help save the battery.

When battery power is low while riding your MATE, it is recommended to pedal as much as possible to minimize battery usage so you can get home on the charge that is left on the battery. Once home, charge it as soon as possible.

To further get the best distance out of your MATE, refrain from unnecessary braking; coast as much as possible.

When pedaling, try to keep a higher RPM (cadence) to further minimize strain on motor from torque overload.

When riding uphill, set it to the lowest (easiest) gear possible and help your MATE out by putting in at least 60% effort (especially on steep hills).

Periodically check that all cables are in good condition and securely connected.

Be sure to periodically inspect the brake pads to spot if they need to be replaced or are rubbing against the brake rotor (which can significantly lower battery range).

WARNING: Do not take the battery apart. Do not burn, puncture, submerge in water or damage the battery in any way. Any such tampering with the battery can cause serious injury or death, and immediately voids its warranty. Do not use the battery if it appears to be damaged. In case of any noise, irregular heat or leakage from the battery, cease all use immediately. Keep the battery stored in a ventilated place and out of direct sunlight. Keep the battery stored above 0° C/32° F to avoid damage of battery or excess loss of battery power.



SETTING UP YOUR MATE FOR THE PERFECT FIT

SADDLE HEIGHT

To adjust saddle height, open the seatpost quick release lever (3) located on the frame where the seatpost enters. Once loose, adjust the saddle to desired height, then align the saddle so that it is centered (in line with the MATE's frame). When desired height is set, firmly tighten the quick release so that the saddle is securely in place. Try to manually move the saddle from left to right to be sure it is firmly secured.

WARNING: Do not raise the seatpost above the "minimum insert" line clearly printed on the backside of the seatpost. Raising the seatpost above the minimum insert line can cause the seatpost to fail, which could in turn result in loss of control of your MATE and could cause you serious injury or death.

SADDLE FORE/AFT/TILT POSITION

To move the saddle more forward/rearward or adjust the nose of the saddle to point slightly upward/downward, loosen the bolt located under the saddle, at the top of the seatpost (This requires a 6 mm allen key). Once loosened, move the saddle to its ideal position. When desired position is set, firmly tighten the bolt to 22 Nm for safety assurance. Try to manually move the saddle up/down as well as forward/rearward to be sure it is firmly secured.

HANDLEBAR HEIGHT

To adjust height of handlebar to match your comfort and riding style, first loosen the handlebar height quick release located next to the front end of the frame. Adjust handlebar to desired height, making sure to center the handlebar so that it is perpendicular to the front wheel. Then securely tighten the quick release. Once tight, try to manually move the handlebar from side to side to make sure it is securely in place.



CAUTION: You must slide the handlebar stem connecting the handlebar to frame far enough that the series of parallel grooves that mark the minimum insertion level in the tubing are hidden (NOT exposed). Do NOT raise the handlebar higher than this height. If the handlebar stem is not inserted, at minimum, to this line, serious injury or death can occur to the rider.

HANDLEBAR ROTATION

To adjust the rotating position of the handlebar to match your comfort and riding style, first slightly loosen one of the handlebar bolts located on the handlebar itself. Rotate the handlebar to desired position, making especially certain that the brake levers are a comfortable reach for safe braking. Before tightening, double check that the handlebar is still centered. Then securely tighten the handlebar bolt. Next make sure that the spacing between handlebar stem and top cap is even on both sides of the handlebar. Once firmly tightened, try to manually rotate the handlebar to make sure it is securely in place.

WARNING: Make sure the handlebar is securely in place and that the brake levers are comfortably in reach. Failure to do so can result in loss of control of your MATE and could cause you serious injury or death. In addition, failure to have an even amount of spacing on both sides of stem clamp between the stem base and top cap can result in a loosened handlebar or stripped threads, both of which can result in loss of control of your MATE and lead to serious injury or death. If you are unsure that you did either of these correctly, please consult with your point of sale.

SUSPENSION ADJUSTMENT

The front and rear suspension are pre-adjusted for your convenience. To further adjust the front suspension preload to match your weight and riding style, simply remove the cap on the top left side of the fork and increase or decrease the airpressure with a couple of PSI. This requires a special fork pump. The top right knob is to lock/unlock the active suspension.

BRAKE OVERVIEW

Disc brakes are pre-installed on both the front and rear wheels of your MATE for braking control.

Note: Before making any adjustments, double-check that the screws fastening the brake rotors are very tight or torqued to 6 Nm.

As you ride, your brake pads will become thinner. Always keep an eye on them so you can replace them the moment they are worn out. If you are unsure of anything relating to your brakes, please take your MATE to your point of sale for their expert advice.

CAUTION

- Note which brake lever controls which wheel.
- Be sure to avoid abrupt or strong braking as it can cause you to fall off your MATE.
- When braking, lean your body weight a bit rearward to counterbalance the braking inertia.
- Keep an eye on the brake pads for wear as they wear out regularly. If they look as though they are worn out or close to it, please have a bicycle mechanic replace them right away to maintain safe braking control.

IMPORTANT: Before every ride, test the brakes to be sure they are working well.

WARNING: Inspect and test the brakes before each ride. Worn, dirty, damaged, or improperly adjusted brakes can reduce your ability to control your MATE and could cause you serious injury or death. Do not ride your MATE if your brakes are not working properly.

Model	Fusion
Maximum speed	EU 25 km/h
Range	Up to 80 km
Dimensions, unfolded	Length: 160 cm / 63" x Width: 57 cm / 22.5" x Height: 108 cm / 42.5"
Dimensions, folded	Length: 90 cm / 35.4"x Width: 40 cm / 15.7" x Height: 68 cm / 26.7"
Weight	26 kg
Rider height range	150-210 cm
Total maximum load	130 kg
Frame	6061 aluminium alloy folding frame w/ flat welds, 20" tire size
Front suspension fork	Vibee WB325 - Air suspension fork w/ lock, aluminium alloy 190 × 20" wheel
Rear suspension	750 Lbs coil spring
Motor	36V 250W, 45M brushless motor w/ freewheel
Battery	Lithium-Ion 36V
Battery charger	42V 3A 100-240V with 3-pin safety connection plug
Brakes	Tektro 160 mm hydraulic disc brakes
Tires	20 × 2.40" urban tires
Inner tubes	20 × 2.40" Schrader (auto) valve black
Crankset	165 mm
Handlebar stem	Foldable two-section telescopic stem, 235 mm ® 31.8 self-lock, 4-bolt/M6 × 22
Handlebar	Aluminium handlebar 570 × 31.8 mm
Gears	9spd with trigger shifter



GENERAL TIPS

- Remember to take your MATE for a full tune-up and maintenance check by a bike mechanic on a regular basis, at least once a year. If you ride your MATE often, take your MATE in more often.
- While our MATE E-bikes are rain and splash-proof, their electrical component should not be submerged in water
- When washing your MATE, remove battery & then use soap and water only. When rinsing with water use nothing stronger than a normal low pressure garden hose. Be sure to avoid spraying directly into the motor as well as any pivot and connection points or areas where bearings are housed. This includes headset, bottom bracket and hubs. Never use a high pressure water hose under any circumstances.
- To prevent corrosion, dry the MATE and its components after every wet ride, store the MATE and battery in a dry location.

WARNING: Do not attempt to open the casings of the battery, motor, or controller. This can be dangerous and will void any warranties by doing so. If you experience a problem, please visit your local bike shop. Always remove battery during maintenance. Failure to follow these instructions could result in your serious injury or death.

WARRANTY

MATE shall in its sole discretion determine whether any damage, failure, malfunction, or other loss is due to a cause that is covered by the MATE product warranty.

TERMS OF WARRANTY

This warranty only applies to the original owner of the MATE E-bike unless otherwise determined by applicable mandatory legislation.

Proof of purchase and frame number is required for all warranty claims and needs to be registered at your place of purchase. If you are not able to directly visit the place of purchase, then contact them via email with all relevant supporting documentation, images and videos of the issue.

THIS LIMITED TWO-YEAR COMPONENTS WARRANTY COVERS REPLACEMENT PARTS ONLY AND DOES NOT COVER THE COST OF SHIPPING OR INSTALLING THE REPLACEMENT PARTS

- MATE suggests having your E-bike frequently serviced and maintained by a qualified e-bike technician at least once a year to keep your bike safe and for optimal riding. Please retain all invoices and receipts from servicing, as failure to do so may void your warranty.
- If you believe your MATE needs service before this time, or are experiencing problems with your MATE. MATE encourages you to bring your bike to your point of sale for warranty determination and assistance
- This warranty does not cover any damages or defects resulting from failure to follow instructions in the owner's manual, accident, misuse, neglect, abuse, commercial use, modification, or improper assembly
- This warranty does not cover normal wear and tear of the MATE or its components (for example: tires, inner tubes, brake pads, chains, etc.)
- This warranty does not cover parts damaged by an attempted repair unless performed by an authorized MATE repair center with MATE's advanced knowledge
- This warranty does not cover any unauthorized modifications done to the MATE and/or its components
- Any warranty work done by a bike shop or any components replaced under warranty MUST be pre-approved by MATE.
- It does not include cover for any mishandling, water damage and improper maintenance.
- With no exceptions MATE reserves the right to refuse any warranty claim

LIMITED ONE YEAR BATTERY WARRANTY

Lithium-Ion batteries are warranted to be free from defects in materials for a

1-year-period from the date of original purchase. Under normal conditions of use, the actual capacity of the battery should not be less than 70% of the normal capacity. The battery warranty does not include damage from power surges, improper use of charger, improper maintenance or other misuse, normal wear or water damage. As it is impossible to know how a battery is cared for, we cannot provide warranty a battery for diminishing lifetime or charge capacity.

GET IN TOUCH

If you have any further questions/comments, please feel free to contact us. We are here for you and your new MATE.

You can also become a part of our MATE tribe on social media:

 facebook.com/matebikes

 [@mate.bike](https://www.instagram.com/mate.bike)

 [MATE.](https://www.linkedin.com/company/mate)

[#matebike](https://www.instagram.com/mate.bike)

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